TP WESTERN ODISHA DISTRIBUTION LIMITED GUARANTEED STANDARD OF PERFORMANCE

	For the Year		2021-20			0.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	, - 0	-KI-OKWAN										
			Opening Balance of	Complaints/C	Total		nts/ cases with in the nth			complaint liab compensation		Comp	pensati		ount d	ue / Pa	id(Rs	Reason of shortfall/Delay
Si. No.	Type of Complaint	Specified Period(X)	cases pending since last	ases Received during the month(B)	to be Resolved with in the month(C=A	within Specified	Beyond Specified	Complaint not at all Resolved (F)=C-(D+E)	Liability arising	Liability arising out of claim	Total	Auto	matic C	ases	of	s Arisir Consul laiming	mer	in Payment and Remedial Action Thereof (Details if any submitted
			month(A)	monun(B)	+B)	Time X (D)	time X(E)		Automati cally	made by the consumer	Total	Due	Paid				Total	separately)
1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
T	Restoration of Power Supply		0	159662	159662	156134	3528	0	0				L	ļ	<u> </u>			
	Response to Inform	4Hrs	0	27616	27616	26909	707	0	0	0	0	0	0	0	0	0	0	0
1.2	Restoration of Normal Fuse-Off		0	59943	59943	58590	1353 782	0	0	0	0	0	0	0	0	0	0	0
<u> </u>	In Town /Cities	6Hrs	0	25733 34210	25733 34210	24951 33639	782 571	0	0	0	0	0	0	0	0	0	0	0
4 2 (-)	Rural	24Hrs	0	62209	62209	61594	615	0	0	0	0	0	0	0	0	0	0	0
1.3(a)	Restoration of Line Breakdown In Town /Cities	12 Hrs	0	27706	27706	27475	231	0	0	Ö	ō	ō	Ö	0	ō	0	ō	0
<u> </u>	Rural	24 Hrs	0	34503	34503	34119	384	0	0	0	ō	ō	ō	0	Ō	Ō	0	0
(b)	Restoration after major Breakdown	241113	0	7040	7040	6311	729	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	24 Hrs	0	3266	3266	2707	559	0	0	0	0	0	0	0	0	0	0	0
li	Rural	48 Hrs	0	3774	3774	3604	170	0	0	0	0	0	0	0	0	0	0	0
1.4	Distribution Transformer Breakdown		0	2854	2854	2730	124	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	24 Hrs	0	736	736	724	12	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	48 Hrs	0	2118	2118	2006	112	0	0	0	0	0	0	0	0	0	0	0
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
И	Quality of Supply		0	90728	90728	89318	1410	0	0	0	0	0	0	0	0	0	0	0
2.1	Voltage Variation		0	3736	3736	3515	221	0	0	0	0	0	0	0	0	0	0	0
(a)	The Licensee shall maintain the voltage						ļ						1	<u> </u>		2.1	-	-
i	in case of Extra Low / Medium voltage +6% & -6%		0	413	413	407	6	0	0	0	0	0	0	0	0	0	0	0
ii	in case of High voltage +6% & -9%		0	215	215	215	0	0	0	0	0	0	0	0	0	0	0	0
iii	in case of Extra High voltage +10% & -12.5%		0	66	66	66	0	0	0	0	0	0	0	0	0	0	0	0
(b)	On receipt of voltage variation complaint the licensee shall:											ļ			ļ			
i	Improve the voltage variation within 15 days of original complaint if no expansion/ enhancement of network is involved		0	860	860	810	50	0	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120days	0	550	550	545	5	0	0	0	0	0	0	0	0	0	0	0
iii	Resolve the complaint within 180 days in case of upto 33KV	180days	0	275	275	275	0	0	0	0	0	0	0	0	0	0	0	0
(c)	If it is beyond its control(due to transmission system),intimate the consumer within 7 days		0	1357	1357	1197	160	0	0	0	0	0	0	0	0	0	0	0
2.2	Hamonics					,			T APPLIC		т			T _				
2.3	Complaints about meters		0	86992	86992	85803	1189	0	0	0	0	0	0	0	0	0	0	0
i	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7days	0	23704	23704	23202	502	0	0	0	0	0	0	0	0	0	0	0

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ii	No of replacement of slow,creeping or stuck meter after 30 working days of receiving the complaint	30working days	0	33516	33516	33262	254	0	0	0	0	0	0	0	0	0	0	0
iii	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30working days	0	10101	10101	9961	140	0	0	0	0	0	0	0	0	0	0	- 0
iv	No of replacement of burnt meter in all other cases(within 15 days of receiving the payment from consumers)	15days	0	19671	19671	19378	293	0	0	0	0	0	0	0	0	0	0	0
III	Application for new connection additional load		0	89327	89327	89327	0	0	0	0	0	0	0	0	0	0	0	0
3.1	For 230 V /400 v Suppliers	T3 T4 23 17 21 1	0	88969	88969	88969	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Low Tension(including agriculture) within 3 days of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3days	0	46037	46037	46037	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated within 1 week after the point of supply is settled.	One week	0 ·	42932	42932	42932	0	0	0	0	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV		0	352	352	352	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not within 21 days.	21 working days	0	334	334	334	0	0	0	0	0	0	0	0	0	0	0	0
	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	18	18	18	0	0	0	0	0	0	0	0	0	0	0	0
(c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.3	Whether no extension or commissioning of new substation is required.The licensee shall give supply within one month	One month	0	. 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.4 (a)	Whether power supply requires Extension of Distribution Mains		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
i	Low Tension(including agriculture) with in 30 days from the date of payment of required security	30days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	HT (11 KV) within 60 days	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	HT (33 KV) within 90 days	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iv	EHT within 60 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Where erection of substation	HARLES GLEVE	0	6	6	6	0	0	0	0	0	0	0	0	0	0	0	0
ii	Low Tension (including Agriculture) HT (11 KV)	Estimated time	0	. 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (33 KV)	Estimated time	0	6	6	6	0	0	0	0	0	0	0	0	0	0	0	0
	EHT within 60 days	Louisiated tille	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Other Service	15days	0	1006	1006	905	101	0	0	0	0	0	0	0	0	0	0	0
4(a)	Title transfer of ownership within 15 days of receipt of application	Jungo	0	27	27	23	4	0	0	0	0	0	0	0	0	0	0	0
(b)	Change of Category	15days	0	24	24	24	0	0	0	0	0	0	0	0	0	0	0	0
(c)	Conversion from LT 1ph to 3ph & vice versa within 30 days from the date of payment of necessary charges by the consumer.	30days	0	67	67	67	0	0	0	0	0	0	0	0	0	0	0	0
	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer	60days	0	627	627	543	84	0	0	0	0	0	0	0	0	0	0	0

(e)	Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer.	90days	0	261	261	248	13	0	0	0	0	0	0	0	0	0	0	0
٧	Complaint about Consumers Bills		0	22981	22981	22085	896	0	0	0	0	0	0	0	0	0	0	0
5.1	The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt	30days	0	13272	13272	12746	526	0	0	0	0	0	0	0	0	0	0	0
	Reconnection of supply & following disconnection due to non payment of bills																	
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	9709	9709	9339	370	0	0	0	0	0	0	0	0	0	0	0
ND 1	Measures taken by the Licensee to improve perfo	rmanaa if an	v to be subse			<u> </u>		I			ــــــــــــــــــــــــــــــــــــــ							

NB-1. Measures taken by the Licensee to improve performance, if any, to be submitted separately.

2. Licensees assessment of the target to be imposed for ensuing year.

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				STA	NDARD O	F PERFO	RMANCE	OF TPWO	DL									
	For the Month		April 21															
				Complaints/C		resolved v	nts/ cases with in the onth	Complaint		complaint liab compensation		Com	pensati		nount d	ue / Pa	iid(Rs	Reason of shortfall/Delay
SI. No.	Type of Complaint	Specified Period(X)	complaints/ cases pending since last	ases Received during the month(B)	to be Resolved with in the month(C=A	within Specified	Beyond Specified	not at all Resolved (F)=C-(D+E)	Liability arising	Liability arising out of claim	Total	Auto	matic C	ases	of	s Arisir Consul laiming	mer	in Payment and Remedial Action Thereof (Details if any submitted
			month(A)		+B)	Time X (D)	time X(E)		Automati cally	made by the consumer		Due		Total	Due	Paid	Total	separately)
1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
	Restoration of Power Supply	41 1	0	15309	15309	14659	650	0	0			<u> </u>			ļ			
	Response to Inform Restoration of Normal Fuse-Off	4Hrs	0	2719 6410	2719 6410	2630 6329	89 81	0	0	0	0	0	0	0	0	0	0	0
	In Town /Cities	6Hrs	0	2481	2481	2400	81	0	0	0	0	0	0	0	0	0	0	0
	Rural	24Hrs	Ö	3929	3929	3929	0	0	0	0	0	0	0	0	0	0	0	0
	Restoration of Line Breakdown		0	4881	4881	4842	39	0	Ö	Ö	0	0	0	0	0	0	0	0
	In Town /Cities	12 Hrs	0	1907	1907	1877	30	0	0	0	0	0	0	0	0	0	0	0
	Rural	24 Hrs	0	2974	2974	2965	9	0	0	0	0	0	0	0	0	0	0	0
	Restoration after major Breakdown		0	1010	1010	581	429	0	0	1 0	0	0	0	0	0	0	0	0
	In Town /Cities	24 Hrs	0	685	685	284	401	0	0	0	0	0	0	0	0	0	0	0
	Rural Distribution Transformer Breakdown	48 Hrs	0	325 289	325 289	297 277	28 12	0	0	0	0	0	0	0	0	0	0	0
	In Town /Cities	24 Hrs	0	87	87	87	0	0	0	0	0	0	0	0	0	0	0	0
	Rural	48 Hrs	0	202	202	190	12	0	0	0	0	0	0	0	0	0	0	0
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
II	Quality of Supply		0	5588	5588	5556	32	0	0	0	0	0	0	0	0	0	0	0
	Voltage Variation		. 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(a)	The Licensee shall maintain the voltage											ļ						
i	in case of Extra Low / Medium voltage +6% & - 6%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	in case of High voltage +6% & -9% in case of Extra High voltage +10% & -12.5%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	On receipt of voltage variation complaint the licensee shall:		<u> </u>	<u> </u>	0	U		U	0	0	U	U	, U	-	U			U
i	Improve the voltage variation within 15 days of original complaint if no expansion /enhancement of network is involved		0	0	0	o	0	0	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ili	Resolve the complaint within 180 days in case of upto 33KV	180 days	0	0	0	0	0	0	0	0	.0	0	0	0	0	0	0	0
(c)	If it is beyond its control(due to transmission system),intimate the consumer within 7 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	. 0
2.2	Hamonics							NOT APP	LICABLE		17						5.5	
2.3	Complaints about meters		0	5588	5588	5556	32	0	0	0	0	0	0	0	0	0	0	0
	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7 days	0	1212	1212	1208	4	0	0	0	0	0	0	0	0	0	0	0

				AND THEORY IN		,						_	_	_				· · ·
ii	No of replacement of slow,creeping or stuck meter after 30 working days of receiving the complaint	30 working days	0	2427	2427	2413	14	0	0	0	0	0	0	0	0	0	0	0
iii	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30 working days	0	560	560	546	14	0	0	0	0	0	0	0	0	0	0	0
iv	No of replacement of burnt meter in all other cases(within 15 days of receiving the payment from consumers)	15 days	0	1389	1389	1389	0	0	0	0	0	0	0	0	0	0	0	0
=	Application for new connection additional load		0	11078	11078	11078	0	0	0	0	0	0	0	0	,0	0	0	0
3.1	For 230 V /400 v Suppliers	TO THE OWNER OF	0	11069	11069	11069	0	0	0	0	0	0	0	0	0	0	0	0
3.38	Low Tension(including agriculture) within 3 days of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3 days	0	3613	3613	3613	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated within 1 week after the point of supply is settled.	One week	0	7456	7456	7456	0	0	0	0	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV		0	9	9	9	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not with in 21 days.	21 working days	0	8	8	8	0	0	0	0	0	0	0	0	0 ,	0	0	0
	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0
(c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.3	Whether no extension or commissioning of new substation is required.The licensee shall give supply within one month	One month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
3.4 (a)	Whether power supply requires Extension of Distribution Mains	111	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I	Low Tension(including agriculture) within 30 days from the date of payment of required security	30 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	HT (11 KV) within 60 days	60 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	HT (33 KV) within 90 days	90 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 10
	EHT within 60 days	60 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Where erection of substation	sold gain	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Low Tension (including Agriculture)	BEZ BY FER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	HT (11 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	HT (33 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iv	EHT within 60 days	60 days	0	9	9	9	0	0	0	0	0	0	0	0	0	0	0	0
IV	Other Service Title transfer of ownership within 15 days of	15 days		100000000000000000000000000000000000000				F 152		VALUE OF THE PARTY	1.1			03000	TOWN O		CARACT C.	amirpagint Aire
4(a)	receipt of application	15 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0,11
(b)	Change of Category	15 days	0	3	3	3	0	0	0	0	0	0	0	0	0	0	0	0
	Conversion from LT 1ph to 3ph & vice versa within 30 days from the date of payment of necessary charges by the consumer.	30 days	0	6	6	6	0	0	0	0	0	0	0	0	0	0	0	0

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(d)	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer	60 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Conversion from LT 1ph to 33 KV & vice versa within 30days from the date of payment of necessary charges by the consumer.	90 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
V	Complaint about Consumers Bills		0	1424	1424	1402	22	0	0	0	0	0	0	0	0	0	0	0
5.1	The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt	30 days	0	953	953	940	13	0	0	0	0	0	0	0	0	0	0	0
	Reconnection of supply & following disconnection due to non payment of bills											193						
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	471	471	462	9	0	0	0	0	0	0	0	0	0	0	0
	. Measures taken by the Licensee to improve performsees assessment of the target to be imposed for			ted separately.	1													

			7	TP WEST														
				STAND	ARD OF F	ERFORM	IANCE O	F TPWODL										<u></u>
	For the Month	N.	May 21				L .						<u> </u>					
			Opening Balance of	Complaints/C	Total Complaint		nts/ cases with In the nth	Complaint		omplaint liat		Com	pensat		ount d	lue / Pa	nid(Rs	Reason of shortfall/Delay
SI. No.	Type of Complaint	Specified Period(X)	complaints/c ases pending since last month(A)	ases Received during the month(B)	to be Resolved with in the month(C=A +B)	within Specified Time X (D)	Beyond Specified time X(E)	not at all Resolved (F)=C-(D+E)	Liability arising Automati	Liability arising out of claim made by	Total	Auto	matic C	Cases	of	s Arisir Consur Ialming	mer	in Payment and Remedial Action Thereof (Details if any submitted separately)
			month(A)		15,	Time X (D)	ume A(E)		cally	the consumer		Due	Paid	Total	Due	Paid	Total	oopara:oiy)
1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
1	Restoration of Power Supply		0	14436	14436	14081	355	0	0					1				
1.1	Response to Inform	4Hrs	0	2736	2736	2636	100	0	0					-		L		
			0	6558	6558	6385	173	0	0	0	0	0	0	0	0	0	0	0
<u>i</u>	In Town /Cities	6Hrs	0	2865	2865	2837	28	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	24Hrs	0	3693	3693 4258	3548 4184	145 74	0	0	0	0	0	0	0	0	0	0	0
1.3(a)	Restoration of Line Breakdown	40 Line	0	4258 1390	4258 1390	1366	24	0	0	0	0	0	0	1 0	0	0	0	0
 	In Town /Cities	12 Hrs 24 Hrs	0	2868	2868	2818	50	0	0	0	0	0	0	1 6	0	0	0	0
(b)	Restoration after major Breakdown	24 MS	0	551	551	543	8	0	0	0	0	0	0	1 0	0	0	0	0
(1)	In Town /Cities	24 Hrs	0	244	244	240	4	0	ō	0	Ö	0	0	1 0	0	0	ō	ō
 	Rural	48 Hrs	Ö	307	307	303	4	0	0	0	0	Ö	0	0	0	0	- ö	ō
1.4	Distribution Transformer Breakdown	70 (110	0	333	333	333	0	0	0	0	0	0	0	0	ō	0	0	0
1 1	In Town /Cities	24 Hrs	Ö	91	91	91	ō	0	ō	Ö	ō	Ö	0	0	0	0	0	0
<u> </u>	Rural	48 Hrs	Ö	242	242	242	0	0	0	0	0	0	0	0	0	0	0	0
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	Quality of Supply		0	5548	5548	5467	81	0	0	0	0	0	0	0	0	0	0	0
2.1	Voltage Variation		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(a)	The Licensee shall maintain the voltage												<u> </u>					
i	in case of Extra Low / Medium voltage +6% & - 6%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	in case of High voltage +6% & -9%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii (b)	in case of Extra High voltage +10% & -12.5% On receipt of voltage variation complaint the		0	0	0	0	0	0	0	0	0	0_	0	0	0	0	0	0
i	licensee shall: Improve the voltage variation within 15 days of original complaint if no expansion /enhancement of network is involved		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	Resolve the complaint within 180 days in case of upto 33KV	180days	0	0	0	0	0	0	0	0	0	0	0	0	0	0,	0	0
(c)	If it is beyond its control(due to transmission system), lintimate the consumer within 7 days		0	0	0	0	0	o	0	0	0	0	0	0	0	0	0	0
2.2	Hamonics							NO	T APPLICA	BLE								
2,3	Complaints about meters	***************************************	0	5548	5548	5467	81	0	0	0	0	0	. 0	0	0	0	0	0
	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7days	0	1076	1076	1034	42	ò	0	0	0	0	0	0	0	0	0	0

"	No of replacement of slow,creeping or stuck	20	0	0504	-	2565	16	0										
-10	meter after 30 working days of receiving the complaint	30working days	U	2581	2581	2565	16	siemer 72	0,	0	0	0	0	0	0	0	0	0
iii	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30working days	0	773	773	764	9	0	0	0	0	0	0	0	0	0	0	0
iv	No of replacement of burnt meter in all other cases(within 15 days of receiving the payment from consumers)	15days	0	1118	1118	1104	14	0	0	0	0	0	0	0	0	0	0	0
111	Application for new connection additional load	6	0	10416	10416	10416	0	0	0	0	0	0	0	0	0	0	0	0
3.1	For 230 V /400 v Suppliers	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0	10387	10387	10387	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Low Tension(including agriculture) within 3 days of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3days	0	5678	5678	5678	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated within 1 week after the point of supply is settled.	One week	0	4709	4709	4709	o	0	0	o	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV	1 8 1 1	0	29	29	29	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not within 21 days.	21 working days	0	27	27	27	0	0	0	0	0	0	0	0	0	0	0	0
	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	2	2	2	0	0	0 -	0	0	0	0	0	0	0	0	0
(c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.3	Whether no extension or commissioning of new substation is required. The licensee shall give supply within one month	One month	0	0	0	0	0	0	0	0	0	0	o	0	0	0	0	0
3.4 (a)	Whether power supply requires Extension of Distribution Mains		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ı	Low Tension(including agriculture) within 30 days from the date of payment of required security	30days	0	0	0	О	0	o	0	0	0	0	0	0	0	0	0	0
ii	HT (11 KV) within 60 days	60days	0	0	0	0	- 0	0	0	0	0	0	0	0	0	0	0	0
iii	HT (33 KV) within 90 days	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EHT within 60 days	AND CONTRACTOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Where erection of substation		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
i	Low Tension (including Agriculture) HT (11 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (33 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EHT within 60 days		0	0	Ö	Ö	0	ō	0	0	0	0	0	0	-	0	0	0
	Other Service	15days	0	9	9	9	0	0	ō	0	0	ō	0	0	Ō	0	0	0
4(a)	Title transfer of ownership within 15 days of receipt of application	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Change of Category	15days	0	3	3	3	0	0	0	0	0	0	0	0	0	0	0	0
(c)	Conversion from LT 1ph to 3ph & vice versa within 30 days from the date of payment of necessary charges by the consumer.	30days	0	6	6	6	0	0 913	0	0	0	0	0	0	0	0	0	0

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(d)	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer	60days	0	0	o	0	0	0	0	0	0	0	0	0	0	0	0	0
(e)	Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer.	90days	. 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
٧	Complaint about Consumers Bills		0	1420	1420	1352	68	0	0	0	0	0	0	0	0	0	0	0
5.1	The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt	30days	0	973	973	934	39	0	0	0	0	0	0	0	0	0	0	0
5.2	Reconnection of supply & following disconnection due to non payment of bills																	
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	447	447	418	29	0	0	0	0	0	0	0	0	0	0	0
NB-1.	Measures taken by the Licensee to improve perform	nance, if any, to be	submitted se	parately.														
2. Lice	nsees assessment of the target to be imposed for e	nsuing year.							l									

			-					JTION LI										
				STA	NDARD O	F PERFO	RMANCE	OF TPWO	DL									
	For the Month		June 21															
			Opening Balance of	Complaints/C	Total Complaint	resolved v	nts/ cases with in the onth		l	complaint liab ompensation		Com	pensat		nount d khs)	lue / Pa	iid(Rs	Reason of shortfall/Delay
SI. No.	Type of Complaint	Specified Period(X)	complaints/ cases pending	ases Received during the	to be Resolved with in the	within	Beyond	Complaint not at all Resolved	Liability	Liability arising out		Auto	matic C	ases	of	s Arisir Consu laiming	mer	in Payment and Remedial Action Thereof (Details
			since last month(A)	month(B)	month(C≂A +B)	Specified Time X (D)	Specified time X(E)	(F)=C-(D+E)	arising Automati cally	of claim made by the consumer	Total	Due	Paid	Total	Due	Paid	Total	if any submitted separately)
1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
	Restoration of Power Supply		0	13283	13283	12987	296	0	0									
	Response to Inform	4Hrs	0	2680	2680	2578	102	0	0									
	Restoration of Normal Fuse-Off	01.	0	6011	6011	5901	110	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities Rural	6Hrs 24Hrs	0	2609 3402	2609 3402	2585	24	0	0	0	0	0	0	0	0	0	0	0
	Restoration of Line Breakdown	∠4MIS	0	3402 3523	3523	3316 3467	86 56	0	0	0	0	0	0	0	0	0	0	0
i(a)	In Town /Cities	12 Hrs	0	1261	1261	1249	12	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	24 Hrs	Ö	2262	2262	2218	44	0	0	0	0	0	0	1 0	0	0	0	0
(b)	Restoration after major Breakdown		0	804	804	779	25	0	0	0	0	0	0	0	0	0	0	ŏ
i	In Town /Cities	24 Hrs	0	337	337	331	6	0	0	0	ō	ō	ō	ō	ō	0	0	0
ii	Rural	48 Hrs	0	467	467	448	19	0	0	0	0	0	0	0	0	0	0	0
1.4	Distribution Transformer Breakdown		0	265	265	262	3	0	0	0	0	0	0	0	0	0	0	0
į.	In Town /Cities	24 Hrs	0	65	65	62	3	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	48 Hrs	0	200	200	200	0	0	0	0	0	0	0	0	0	0	0	0
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Quality of Supply		0	6813	6813	6547	266	0	0	0	0	0	0	0	0	0	0	0
-	Voltage Variation		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(a)	The Licensee shall maintain the voltage in case of Exrtra Low / Medium voltage +6% &-						-											
i	6%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	in case of High voltage +6% & -9%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	in case of Extrra High voltage +10% & -12.5%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	On receipt of voltage variation complaint the licensee shall:																	
i	Improve the voltage variation within 15 days of original complaint if no expansion/ enhancement of network is involved		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	Resolve the complaint within 180 days in case of upto 33KV	180days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(c)	If it is beyond its control(due to transmission system),intimate the consumer within 7 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2.2	Hamonics							NO	T APPLICA	BLE								
2.3	Complaints about meters		0	6813	6813	6547	266	0	0	0	0	0	0	0	0	0	0	0
	Tompanio about mosto			5510	0010	9077	200		9	U	U			U		U	U	

Low Tension (including agriculture) within 30 days from the date of payment of required 30 days 0 0 0 0 0 0 0 0 0																			
Institute Inst	i	correctness to be checked up within 7 working	7days	0	1402	1402	1235	167	0	0	0	0	0	0	0	0	0	0	0
No of replacement of Journ Interest (cause not) with 30 working days 20 working	ii	meter after 30 working days of receiving the	30working days	0	3072	3072	3038	34	0	0	0	0	0	0	0	0	0	0	0
No. Consequence 1473 1473 1473 1474 28	iii	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days	30working days	0	866	866	827	39	0	0	0	0	0	0	0	0	0	0	o
Total Post	iv	cases(within 15 days of receiving the payment	15days	0	1473	1473	1447	26	0	0	0	0	0	0	0	0	0	0	0
Control of Control o	111		1 08E	0	7695	7695	7695	0	0	0	0	0	0	0	0	0	0	0	0
Contraction of the contraction of particular by within 3 days of receptor of premises a fixation of point of supply. Contraction of point of supply. Contraction of point of supply is settled. Contraction of supply is settled. Contractio	3.1	For 230 V /400 v Suppliers	SOLUTION IN	0	7640	7640	7640	.0	0	0	0	0	0_	0	0	0	0	0	0
(b) cost & security deposit charges to be intimated within 1 week after the point of supply is entitled within 1 week after the point of supply is entitled within 1 week after the point of supply is entitled within 1 week after the point of supply is entitled within 1 week after the point of supply is entitled within 1 week after the point of supply in interest the consumer stimated charges of the point of supply infinites the consumer estimated charges of the point of	(a)	of receipt of application for the purpose of inspection of premises & fixation of point of	3days	0	3467	3467	3467	0	0	0	0	0	0	0	0	0	0	0	0
September Sept	(b)	cost & security deposit charges to be intimated	One week	0	4173	4173	4173	0	0	0		- 1		-3	11 25	74.14			174
Columbia	3.2	For HT supply up to 33 KV	1 Y 1	0	55	55	55	0	0	0	0	0	0	0	0	0	0	0	0
Supply infilmate the consumer estimated charges 0	(a)		21 working days	0	52	52	52	0	0	0	0	0	0	0	0	0	0	0	0
(b) Eff-within 30 working days intimate consumers so working days of regarding feasibility regarding feasibili		supply intimate the consumer estimated charges	60 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whether no extension or commissioning of new substation is required. The licensee shall give supply within one month 0	(b)	EHT-within 30 working days intimate consumers	30 working days	0	3	3	3	0	0	0	0	0	0	0_	0	0	0	0	0
3.4 Whether power supply requires Extension of Distribution Mains Whether power supply requires Extension of Distribution Mains O	(c)		Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Distribution Mains Cow Tension(including agriculture) within 30 days from the date of payment of required 30days O O O O O O O O O	3.3	new substation is required. The licensee shall	One month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
i days from the date of payment of required sociality ii HT (11 KV) within 60 days 60 days 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3.4 (a)			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii HT (11 KV) within 60 days 60days 0 <t< td=""><td>i</td><td>days from the date of payment of required</td><td>30days</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td></td><td>1</td><td></td><td>_</td><td></td></t<>	i	days from the date of payment of required	30days	0	0	0	0	0	0	0	0	0	0	0		1		_	
Int Color	ii		60days	0	0	0	0	0										_	
Characteristics Characteri	iii	HT (33 KV) within 90 days	90days																
Wilest extending Agriculture 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			171177447												_				
1			January Carry														_		
III (IV)			100		-								_			_			
IT (307)																			
V Other Service			Estimated time																
4(a) Title transfer of ownership within 15 days of receipt of application 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		11210	45days														_		
receipt of application		Title transfer of ownership within 15 days of	Todays																
(h) Change of Category 15days () 3 3 3 1 0 0 0 0 0 0 0 0 0		receipt of application Change of Category	15days	0	3	3	3	0	0	0	0	0	0	0	0	0	0	0	0

Conversion from LT 1ph to 3ph & vice versa) within 30days from the date of payment of necessary charges by the consumer.	30days	0	6	6	6	0	0	0	0	0	0	0	0	0	0	0	0
Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer.	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaint about Consumers Bills		0	1490	1490	1397	93	0	0	0	0	0	0	0	0	0	0	0
The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt	30days	0	947	947	920	27	0	0	0	0	0	0	0	0	0	0	0
Reconnection of supply & following disconnection due to non payment of bills															9		
The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	543	543	477	66	0	0	0	0	0	0	0	0	0	0	0
			itted separately										-				
	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt Reconnection of supply & following disconnection due to non payment of bills The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt Reconnection of supply & following disconnection due to non payment of bills The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt Reconnection of supply & following disconnection due to non payment of bills The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer 1. Measures taken by the Licensee to improve performance, if any, to be subm	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt Reconnection of supply & following disconnection due to non payment of bills The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer 1. Measures taken by the Licensee to improve performance, if any, to be submitted separately	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt Reconnection of supply & following disconnection due to non payment of bills The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer 1. Measures taken by the Licensee to improve performance, if any, to be submitted separately.	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills Complaint about Consumers Bills The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt Reconnection of supply & following disconnection due to non payment of bills The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer Measures taken by the Licensee to improve performance, if any, to be submitted separately.	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt Reconnection of supply & following disconnection due to non payment of bills The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer 1. Measures taken by the Licensee to improve performance, if any, to be submitted separately.	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills O 1490 1490 1397 93 O The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt Reconnection of supply & following disconnection due to non payment of bills The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer 1. Measures taken by the Licensee to improve performance, if any, to be submitted separately.	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills Complaint about Consumers Bills O 1490 1490 1397 93 0 0 The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt Reconnection of supply & following disconnection of supply & following disconnection due to non payment of bills The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer 1. Measures taken by the Licensee to improve performance, if any, to be submitted separately.	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills 0 1490 1490 1397 93 0 0 0 Complaint about Consumers Bills 0 1490 1490 1397 93 0 0 0 Reconnection of supply & following disconnection due to non payment of bills The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer 1. Measures taken by the Licensee to improve performance, if any, to be submitted separately.	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills 0 1490 1490 1397 93 0 0 0 0 Complaint about Consumers Bills 0 1490 1490 1397 93 0 0 0 0 0 0 Reconnection of supply & following disconnection due to non payment of bills The licensee shall restore power supply to a consumer with in 4 working hours of receipt of production of proof of payment by the consumer 1. Measures taken by the Licensee to improve performance, if any, to be submitted separately.	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills 0 1490 1490 1397 93 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph. to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph. to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills 0 1490 1490 1397 93 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph. to 11 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph. to 13 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills O 1490 1490 1397 93 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph. to 11 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills O 1490 1490 1397 93 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 11 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph.to 13 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Complaint about Consumers Bills 0 1490 1490 1397 93 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	within 30days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph. to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer. Conversion from LT 1ph to 33 KV & vice versa within 30 days for the date of payment of necessary charges by the consumer. Complaint about Consumers Bills 0 1490 1490 1397 93 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

	For the Month		luby 24		INDAKU U	FERFO	KINANCE	OF TPWO	JL									
	For the Month		July-21	T					Τ									
SI.	Type of Complaint	Specified	complaints/	Complaints/C ases Received	Total Complaint to be Resolved	resolved v	nts/ cases with in the onth	Complaint not at all		complaint liab compensation Liability			pensat	lal		lue / Pa s Arisii Consu	ng out	Reason of shortfall/Delay in Payment and
No.	Type of Complaint	Specified Period(X)	cases pending	during the	with in the			Resolved	Liability	arising out		71440		4000		laiming		Remedial Action
		Period(X)	since last month(A)	month(B)	month(C=A +B)	within Specified Time X (D)	Specified time X(E)	(F)=C-(D+E)	arising Automati cally	of claim made by the consumer	Total	Due	Paid	Total			Total	Thereof (Details if any submitted separately)
1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
1	Restoration of Power Supply		0	13737	13737	13657	80	0	0									
1.1	Response to Inform	4Hrs	0	2413	2413	2398	15	0	0									
1.2	Restoration of Normal Fuse-Off	Oller	0	6054	6054	6013	41	0	0	0	0	0	0	0	0	0	0	0
<u> </u>	In Town /Cities Rural	6Hrs 24Hrs	0	2872 3182	2872 3182	2849 3164	23 18	0	0	0	0	0	0	0	0	0	0	0
	Restoration of Line Breakdown	24⊓18	0	4226	4226	4209	17	0	0	0	0	0	0	0	0	0	0	0
1.5(a)	In Town /Cities	12 Hrs	0	1784	1784	1773	11	0	0	0	0	0	0	0	0	0	0	0
li	Rural	24 Hrs	0	2442	2442	2436	6	 	0	0	0	0	0	0	0	0	0	0
	Restoration after major Breakdown	241110	0	841	841	834	7	0	0	0	0	0	0	0	0	0	0	0
- \ <u>i</u>	In Town /Cities	24 Hrs	Ö	411	411	406	5	0	0	Ö	0	0	0	0	0	0	0	0
ii	Rural	48 Hrs	ō	430	430	428	2	0	0	Ö	0	0	0	0	0	0	0	0
1.4	Distribution Transformer Breakdown		0	203	203	203	0	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	24 Hrs	0	46	46	46	0	0	0	0	ō	0	ō	ō	ō	ō	ō	0
ii	Rural	48 Hrs	0	157	157	157	0	0	0	. 0	0	0	0	0	0	0	0	0
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
II	Quality of Supply		0	7510	7510	7246	264	0	0	0	0	. 0	. 0	0	0	0	0	0
	Voltage Variation		0	1357	1357	1197	160	0	0	0	0	0	0	0	. 0	0	0	0
(a)	The Licensee shall maintain the voltage																	
i	in case of Extra Low / Medium voltage +6% & -6%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	in case of High voltage +6% & -9%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii (b)	in case of Extra High voltage +10% & -12.5% On receipt of voltage variation complaint the licensee shall:		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
i	Improve the voltage variation within 15 days of original complaint if no expansion /enhancement of network is involved		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
III	Resolve the complaint within 180 days in case of upto 33KV	180days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(c)	It is beyond its control(due to transmission system),intimate the consumer within 7 days		0	1357	1357	1197	160	0	0	O	0	0	0	0	0	0	0	0
2.2	Hamonics							NO	T APPLICA	BLE								
2.3	Complaints about meters		0	6153	6153	6049	104	0	0	0	0	0	0	0	0	0	0	0
					1										<u> </u>			

i	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7days	0	1389	1389	1370	19	0	0	0	0	0	0	0	0	0	0	0
ii	No of replacement of slow,creeping or stuck meter after 30 working days of receiving the complaint	30working days	0	2443	2443	2367	76	0	0	0	0	0	0	0	0	0	0	0
iii	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30working days	0	927	927	921	6	0	0	0	0	0	0	0	0	0	0	0
iv	No of replacement of burnt meter in all other cases(within 15 days of receiving the payment from consumers)	15days	0	1394	1394	1391	3	0	0	0	0	0	0	0	0	0	0	0
III	Application for new connection additional load	196 P	0	14325	14325	14325	0	0	0	0	0	0	0	0	0	0	0	0
3.1	For 230 V /400 v Suppliers	16/9	0	14279	14279	14279	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Low Tension(including agriculture) within 3 days of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3days	0	7567	7567	7567	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated with in 1 week after the point of supply is settled.	One week	0	6712	6712	6712	0	0	0	0	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV		0	46	46	46	0	0	0	0	0	0_	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not within 21 days.	21 working days	0	42	42	42	0	0	0	0	0	0	0	0	0	0	0	0
	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	4	4	4	0	0	0	0	0	0	0	0	0	0	0	0
(c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.3	Whether no extension or commissioning of new substation is required.The licensee shall give supply within one month	One month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.4 (a)	Whether power supply requires Extension of Distribution Mains		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
i	Low Tension(including agriculture) within 30 days from the date of payment of required security	30days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	HT (11 KV) within 60 days	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 .
	HT (33 KV) within 90 days	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EHT within 60 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Where erection of substation	1 1 6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<u> </u>	Low Tension (including Agriculture)	F-8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (11 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (33 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EHT within 60 days Other Service	15days	0	839	839	750	89	0	0	0	0	0	0	0	0	0	0	0
4(a)	Title transfer of ownership within 15 days of	Todays	0	6	6	6	0	0	0	0	0	0	0	0	0.	0	0	0
	receipt of application	15days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Change of Category	Todays	U	1 0	U	U	U			J	J U		<u> </u>		J	<u> </u>	<u> </u>	

(c)	Conversion from LT 1ph to 3ph & vice versa within 30 days from the date of payment of necessary charges by the consumer.	30days	0	0	o	0	0	0	0	0	0	0	0	0	0	0	0	0
(d)	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer	60days	0	602	602	521	81	0	0	0	0	0	0	0	0	0	0	0
(e)	Conversion from LT 1ph to 33 KV & vice versa within 30days from the date of payment of necessary charges by the consumer.	90days	0	231	231	223	8	0	0	° 0	0	0	0	0	0	0	0	0
٧	Complaint about Consumers Bills		0	1228	1228	1194	34	0	0	0	0	0	0	0	0	0	0	0
5.1	The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt	30days	0	869	869	835	34	0	0	0	0	0	0	0	0	0	0	0
	Reconnection of supply & following disconnection due to non payment of bills								,									
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	359	359	359	0	0	o	0	0	0	0	0	0	0	0	0
	. Measures taken by the Licensee to improve perfo			tted separately.														
2. Lic	ensees assessment of the target to be imposed fo	r ensuing yea	ır.						L									

	For the Month		Aug 21		81.8-31.4-34.8-7807.312.8-24.335	Service Co.		11900 11900-1190										
			Opening		Total	Complain resolved v mo				complaint liab ompensation		Com	pensat		nount d	lue / Pa	id(Rs	Reason of
SI.	Type of Complaint	Specified Period(X)	Balance of complaints/ cases pending	Complaints/C ases Received during the	Complaint to be Resolved with in the	within	Beyond	Complaint not at all Resolved	Liability	Liability arising out		Auto	matic C	ases	of	s Arisir Consur laiming	mer	in Payment and Remedial Action Thereof (Details
		Tonou(x)	since last month(A)	month(B)	month(C=A +B)	Specified Time X (D)	Specified	(F)=C-(D+E)	arising Automati cally	of claim made by the consumer	Total	Due	Paid	Total	Due	Paid	Total	if any submitted separately)
1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
T i	Restoration of Power Supply		0	13156	13156	12836	320	0	0						<u> </u>	ļ		
1.1	Response to Inform	4Hrs	0	2755	2755	2665	90	0	0			<u> </u>	ļ					
1.2	Restoration of Normal Fuse-Off		0	4387	4387	4251	136	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	6Hrs	0	1680	1680	1601	79	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	24Hrs	0	2707	2707	2650	57	0	0	0	0			0	0	0	0	0
<u> </u>	Restoration of Line Breakdown		0	5016	5016	4961	55	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	12 Hrs	0	2256	2256	2226	30	0	0	0	0	0	0			0	0	0
ii	Rural	24 Hrs	0	2760	2760	2735	25	0	0	0	0	0	0	0	0			0
(b)	Restoration after major Breakdown		0	761	761	734	27	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	24 Hrs	0	327	327	327	0	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	48 Hrs	0	434	434	407	27	0	0	0	0	0	0	0	0	0	0	0
1.4	Distribution Transformer Breakdown		0	237	237	225	12	0	0	0	0				0	0	0	0
i	In Town /Cities	24 Hrs	0	66	66	66	0	0	0	0	0	0	0	0	_	0	0	0
ii	Rural	48 Hrs	0	171	171	159	12	0	0	0	0	0	0	<u> </u>	0	U		0
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- 11	Quality of Supply		0	9273	9273	9193	80	0	0	0	0	0	0	0	0	0	0	0
2.1	Voltage Variation		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(a)	The Licensee shall maintain the voltage								ļ			-	<u> </u>	-	-		-	
i	in case of Extra Low / Medium voltage +6% & -6%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	in case of High voltage +6% & -9%		0	0	Ö	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	in case of Extra High voltage +10% & -12.5%		0	0	0	0	0	0	0	0	0	0	0	0	0	1 0	 	1 0
(b)	On receipt of voltage variation complaint the licensee shall:									,				ļ		ļ	ļ	
i	Improve the voltage variation within 15 days of original complaint if no expansion/ enhancement of network is involved		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	Resolve the complaint within 180 days in case of upto 33KV	180days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(c)	If it is beyond its control(due to transmission system),intimate the consumer within 7 days	(4	0	0	0	0 .	0	o	0	0	0	0	0	0	0	0	0	0
2,2	Hamonics							NC	T APPLICA	ABLE								
_	Complaints about meters		0	9273	9273	9193	80	0	0	0	0	0	0	0	0	0	0	0
2.3	Complaints about meters			3210	32.0							1				1	ــــــــــــــــــــــــــــــــــــــ	

i	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7days	0	1165	1165	1122	43	0	0	0	0	0	0	0	0	0	0	0
ii	No of replacement of slow,creeping or stuck meter after 30 working days of receiving the complaint	30working days	0	5464	5464	5464	0	0	0	0	0	0	0	0	0	0	0	0
iii	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30working days	0	723	723	723	0	0	0	0	0	0	0	0	0	0	0	0
iv	No of replacement of burnt meter in all other cases (within 15 days of receiving the payment from consumers)	15days	0	1921	1921	1884	37	0	0	0	0	0	0	0	0	0	0	0
Ш	Application for new connection additional load	1.00	0	8581	8581	8581	0	0	0	0	0	0	0	0	0	0	0	0
3.1	For 230 V /400 v Suppliers		0	8565	8565	8565	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Low Tension(including agriculture) within 3 days of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3days	0	4534	4534	4534	0	0.	0	0	0	0	0	0	0	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated within 1 week after the point of supply is settled.	One week	0	4031	4031	4031	0	0	0	0	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV	10 1 3	0	16	16	16	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not within 21 days.	21 working days	0	12	12	12	0	0	0	0	0	0	0	0	0	0	0	0
	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	4	4	4	0	0	0	0	0	0	0	0	0	0	0	0
(c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0 -	0	0	0
3.3	Whether no extension or commissioning of new substation is required.The licensee shall give supply within one month	One month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.4 (a)	Whether power supply requires Extension of Distribution Mains		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ı	Low Tension(including agriculture) within 30 days from the date of payment of required security	30days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	HT (11 KV) within 60 days	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	HT (33 KV) within 90 days	90days	0	0	0	0	0	0	0	0	0	Ō	0	0	0	ō	ō	0
iv	EHT within 60 days	ECTA-INCIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Where erection of substation	1 3 5 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
i	Low Tension (including Agriculture)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii iii	HT (11 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	HT (33 KV) EHT within 60 days	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IV	Other Service	45dcus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4(a)	Title transfer of ownership within 15 days of	15days		8	8	8	0	0	0	0	0	0	0	0	0	0	0	0
	receipt of application	45.1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(D)	Change of Category	15days	0	3	3	3	0	0	0	0	0	0	_ 0	0	0	0	0	0

(c)	Conversion from LT 1ph to 3ph & vice versa within 30 days from the date of payment of necessary charges by the consumer.	30days	0	5	5	5	0	0	0	0	0	0	0	0	0	0	0	0
(d)	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer	60days	0	o	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer.	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
٧	Complaint about Consumers Bills		0	1681	1681	1610	71	0	0	0	0	0	0	0	0	0	0	0
5.1	The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt	30days	0	916	916	845	71	0	0	0	0	0	0	0	0	0	0	О
5.2	Reconnection of supply & following disconnection due to non payment of bills																	
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	765	765	765	0	0	0	0	0	0	0	0	0	0	0	0
	. Measures taken by the Licensee to improve perfo			itted separately.														
2. Lic	ensees assessment of the target to be imposed fo	r ensuing yea	r.							l			l				<u> </u>	

	For the Month		Sept-21					OF IPWO										
			Opening		Total	Complain resolved v mo	with in the			complaint liab ompensation		Com	pensat		nount d	lue / Pa	nid(Rs	Reason of
SI. No.	Type of Complaint	Specified Period(X)	Balance of complaints/ cases pending	Complaints/C ases Received during the	Complaint to be Resolved with in the	within	Beyond	Complaint not at all Resolved (F)=C-(D+E)	Liability	Liability arising out		Auto	matic C	ases	of	s Arisin Consul laiming	mer	shortfall/Delay in Payment and Remedial Action Thereof (Details
			since last month(A)	month(B)	month(C=A +B)	Specified Time X (D)	Specified time X(E)	(F)=C-(DTE)	arising Automati cally	of claim made by the consumer	Total	Due	Paid	Total	Due	Paid	Total	if any submitted separately)
1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
1	Restoration of Power Supply		0	13743	13743	13533	210	0	0									
	Response to Inform	4Hrs	0	2634	2634	2564	70	0	0									
	Restoration of Normal Fuse-Off		0	4176	4176	4110	66	0	0	0	0	0	0	0	0	0	0	0
L <u>i</u>	In Town /Cities	6Hrs	0	1498	1498	1464	34	0	0	0	0	0	0	0	0	0	0	0
1 0(-)	Rural	24Hrs	0	2678	2678	2646	32	0	0	0	0	0	0	0	0	0	0	0
1.3(a)	Restoration of Line Breakdown In Town /Cities	12 Hrs	0	5969 2369	5969 2369	5932 2347	37 22	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	24 Hrs	0	3600	3600	3585	15	0	0	0			0	0	0	0	0	0
- "	Restoration after major Breakdown	24 Hrs	0	650	650	643	7	0	0	0	0	0	0	0	0	0	0	0
(0)	In Town /Cities	24 Hrs	0	306	306	302	4	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	48 Hrs	0	344	344	341	3	0	0	0	0	0	0	0	0	0	0	0
1.4	Distribution Transformer Breakdown	701113	0.	314	314	284	30	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	24 Hrs	ō	86	86	85	1	0	ō	0	0	0	0	0	0	0	0	Ö
ii	Rural	48 Hrs	ō	228	228	199	29	0	0	0	0	ō	Ö	ō	0	0	0	ō
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
II	Quality of Supply		0	7295	7295	7260	35	0	0	0	0	0	0	0	0	0	0	0
2.1	Voltage Variation		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	The Licensee shall maintain the voltage			-														-
î	in case of Exrtra Low / Medium voltage +6% & -6%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	in case of High voltage +6% & -9%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	in case of Extra High voltage +10% & -12.5% "		0	0	0	0	0	0	0	0	. 0	0	0	0	0	0	0	0
(b)	On receipt of voltage variation complaint the licensee shall:																	
i	Improve the voltage variation within 15 days of original complaint if no expansion/ enhancement of network is involved		0	0	0	0	0	o	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120days	0	0	0	0	0	o	0	0	0	0	0	0	0	0	0	0
iii	Resolve the complaint within 180 days in case of upto 33KV	180days	0	0	0	0	0	o	0	0	0	0	0	0	0	0	0	0
(c)	It is beyond its control(due to transmission system),intimate the consumer within 7 days		0	0	0	0	0	o	0	0	0	0	0	0	0	0	0	0
2.2	Hamonics			•	•		•	NO	T APPLICA	BLE			•			•	•	10-110-11-11-11-11-11-11-11-11-11-11-11-
2.3	Complaints about meters		0	7295	7295	7260	35	0	0	0	0	0	0	0	0	0	0	0
4.5	Complaints about meters			1230	1290	1200	35	U		U	U			ע	_ 0		U U	U

																	,	
i	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7days	0	2115	2115	2080	35	0	0	0	0	0	0	0	0	0	0	0
ii	No of replacement of slow,creeping or stuck meter after 30 working days of receiving the complaint	30working days	0	2448	2448	2448	0	0	0	0	0	0	0	0	0	0	0	О
iii	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30working days	0	1039	1039	1039	0	0	0	0	0	0	0	0	0	0	0	0
iv	No of replacement of burnt meter in all other cases(within 15 days of receiving the payment from consumers)	15days	0	1693	1693	1693	0	0	0	0	0	0	0	0	0	0	0	0
III	Application for new connection additional load	100	0	5822	5822	5822	0	0	0	0	0	0	0	0	0	0	0	o
3.1	For 230 V /400 v Suppliers	J. B. H.	0	5789	5789	5789	0	0	0	0	0	0	0	0	0	0	0	0
	Low Tension(including agriculture) within 3 days																	1
(a)	of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3days	0	3561	3561	3561	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated within 1 week after the point of supply is settled.	One week	0	2228	2228	2228	0	0	o	0	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV		0	30	30	30	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not within 21 days.	21 working days	0	30	30	30	0	0	0	0	0	0	0	0	0	0	0	0
	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.3	Whether no extension or commissioning of new substation is required. The licensee shall give supply within one month	One month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.4 (a)	Whether power supply requires Extension of Distribution Mains	3 1 3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
i	Low Tension(including agriculture) within 30 days from the date of payment of required security	30days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	HT (11 KV) within 60 days	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	HT (33 KV) within 90 days	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EHT within 60 days	Contractions -	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Where erection of substation	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0	3	3	3	0	0	0	0	0	0	0	0	0	0	0	0
i	Low Tension (including Agriculture)		0	0	0	0	0	0	0	0	0	0	0	0	0_	0	0	0
	HT (11 KV)	Estimated time	0	3	3	3	0	0	0	0	0	0	0	0	0	0	0	0
	HT (33 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EHT within 60 days	453	0	0	0	9	0	. 0	0	0	0	0	0	0	0	0	0	0
IV	Other Service	15days	0	9	9			· U				<u> </u>						-
4(a)	Title transfer of ownership within 15 days of receipt of application		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Change of Category	15days	0	3	3	3	0			U	<u> </u>	U	U	U			, U	

(c)	Conversion from LT 1ph to 3ph & vice versa within 30days from the date of payment of necessary charges by the consumer.	30days	0	6	6	6	0	0	0	0	0	0	0	0	0	0	0	0
	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary changes by the consumer	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(e)	Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer.	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
٧	Complaint about Consumers Bills		0	1549	1549	1446	103	0	0	0	0	0	0	0	0	0	0	0
5.1	The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt	30days	0	874	874	800	74	0	0	0	0	0	0	0	0	0	0	0
	Reconnection of supply & following disconnection due to non payment of bills							9										
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	675	675	646	29	0	0	0	0	0	0	0	0	0	0	0
	Measures taken by the Licensee to improve perfo			itted separately.														
2. Lic	ensees assessment of the target to be imposed fo	r ensuing yea	ır.															

	For the Month		Oct-21					OF IPWO										
			Opening		Total	resolved v	nts/ cases with in the nth			complaint liak compensation		Com	pensat		nount o	lue / Pa	uid(Rs	Reason of
SI. No.	Type of Complaint	Specified Period(X)	Balance of complaints/ cases pending	Complaints/C ases Received during the	Complaint to be Resolved with in the	within	Beyond	Complaint not at all Resolved (F)=C-(D+E)	Liability	Liability arising out		Auto	matic C	ases	of	s Arisiı Consu laiming	mer	shortfall/Delay in Payment and Remedial Action Thereof (Details
			since last month(A)	month(B)	month(C=A +B)	Specified Time X (D)	Specified	(F)=C-(DTE)	arising Automati cally	of claim made by the consumer	Total	Due	Paid	Total	Due	Paid	Total	if any submitted separately)
1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
	Restoration of Power Supply		0	12775	12775	12670	105	0	0									
	Response to Inform	4Hrs	0	2419	2419	2415	4	0	0					<u> </u>				
	Restoration of Normal Fuse-Off	211	0	4335	4335	4323	12	0	0	0	0	0	0	0	0	0	0	0
	In Town /Cities	6Hrs	0	1676	1676	1664	12	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	24Hrs	0	2659 5250	2659 5250	2659 5194	0 56	0	0	0	0	0	0	0	0	0	0	0
1.3(a)	Restoration of Line Breakdown In Town /Cities	12 Hrs	0	2390	2390	2390	0	0	0	0	0	0	0	0	0	0	0	0
	Rural	24 Hrs	0	2860	2860	2804	56	0	0	0	0	0	0	0	0	0	0	0
(b)	Restoration after major Breakdown	24 115	0	530	530	518	12	0	0	0	0	0	0	0	0	0	0	0
(D)	In Town /Cities	24 Hrs	0	222	222	216	6	0	0	0	0	0	0	0	0	0	0	0
- -	Rural	48 Hrs	ō	308	308	302	6	0	0	0	0	0	0	0	0	0	0	0
	Distribution Transformer Breakdown	401110	ő	241	241	220	21	o o	0	0	0	0	0	0	0	0	0	0
1	In Town /Cities	24 Hrs	0	58	58	57	1	0	0	0	Ö	0	0	0	0	0	0	0
ii	Rural	48 Hrs	0	183	183	163	20	0	0	0	0	Ō	ō	0	0	Ō	ō	0
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	Quality of Supply		0	10960	10960	10799	161	0	0	0	0	0	0	0	0	0	0	0
2.1	Voltage Variation		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(a)	The Licensee shall maintain the voltage																	
i	in case of Extra Low / Medium voltage +6% & - 6%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	in case of High voltage +6% & -9%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	in case of Extra High voltage +10% & -12.5%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00
(b)	On receipt of voltage variation complaint the licensee shall:																	
l i	Improve the voltage variation within 15 days of original complaint if no expansion/ enhancement of network is involved		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	Resolve the complaint within 180 days in case of upto 33KV	180days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(c)	It is beyond its control(due to transmission system),intimate the consumer within 7 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2.2	Hamonics		11					NO	T APPLICA	BLE								
2.3	Complaints about meters		0	10960	10960	10799	161	0	0	0	0	0	0	0	0	0	0	0
4.0	Complaints about meters	L		10300	10300	10133	101			٥	J			U			U	U

i	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7days	0	3781	3781	3715	66	0	0	0	0	0	0	0	0	0	0	0
ii	No of replacement of slow,creeping or stuck meter after 30 working days of receiving the complaint	30working days	O State thicks	3664	3664	3664	0	0	0	0	0	0	0	0	0	0	0	0
10	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30working days	0	1415	1415	1396	19	0	0	0	0	0	0	0	0	0	0	0
iv	No of replacement of burnt meter in all other cases(within 15 days of receiving the payment from consumers)	15days	0	2100	2100	2024	76	0	0	0	0	0	0	0	0	0	0	0
III	Application for new connection additional load		0	7332	7332	7332	0	0	0	0	0	0	0	0	0	0	0	0
3.1	For 230 V /400 v Suppliers	E 9 F	0	7294	7294	7294	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Low Tension(including agriculture) within 3 days of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3days	0	3567	3567	3567	0	0	0	0	0	0	0	0	0 >	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated within 1 week after the point of supply is settled.	One week	0	3727	3727	3727	0	0	0	0	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV		0	35	35	35	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not within 21 days.	21 working days	0	33	33	33	0	0	0	0	0	0	0	0	0	0	0	0
	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0
(c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.3	Whether no extension or commissioning of new substation is required.The licensee shall give supply within one month	One month	0	0	0	0	0	o	0	0	0	0	0	0	0	0	0	0
3.4 (a)	Whether power supply requires Extension of Distribution Mains		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	Low Tension(including agriculture) within 30 days from the date of payment of required security	30days	0	0	0	0	0	o	0	0	0	0	0	0	0	0	0	0
ii	HT (11 KV) within 60 days	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	HT (33 KV) within 90 days	90days	0	0	0	0	0	0	0	0	0	0	0_	0	0	0	0	0
iv	EHT within 60 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Where erection of substation	7 6 1 14	0	3	3	3	0	0	0	0	0	0	0	0	0	0	0	0
i	Low Tension (including Agriculture)		0	0	0	0	0	0	0	0	0	0	0	0_	0	0	0	0
	HT (11 KV)	Estimated time	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0
ii		Fatter of the				. ()	0	0	0 1	U	U	1 0	1 0	1 0	, U		1 0	UU
ii iii	HT (33 KV)	Estimated time	0	_			0	^	_	0	^	0	0	0	0	Λ	0	0
ii iii iv	HT (33 KV) EHT within 60 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii iii iv	HT (33 KV)	Estimated time 15days	_	_			0	0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0	0 0 0	0 0	0 0

(c)	Conversion from LT 1ph to 3ph & vice versa within 30days from the date of payment of necessary charges by the consumer.	30days	0	6	6	6	0	0	0	0	0	0	0	0	0	0	0	0
	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(e)	Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer.	90days	0	0	o	0	0	0	0	0	0	0	0	o	0	0	0	0
٧	Complaint about Consumers Bills		0	1632	1632	1590	42	0	0	0	0	0	0	0	0	0	0	0
	The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt	30days	0	1050	1050	1018	32	0	0	0	0	0	0	0	0	0	0	0
	Reconnection of supply & following disconnection due to non payment of bills																	
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	582	582	572	10	0	0	0	0	0	0	0	0	0	0	0
	Measures taken by the Licensee to improve perfo			itted separately.	<u> </u>													
2, Lic	ensees assessment of the target to be imposed fo	r ensuing yea	r.						L	L								

	For the Month		Nov-21		31 57 1 50 50 7 5													
			Opening		Total		its/ cases with in the nth			omplaint liab ompensation		Com	pensati		nount d (hs)	ue / Pa	iid(Rs	Reason of shortfall/Delay
SI. No.	Type of Complaint	Specified Period(X)	Balance of complaints/ cases pending	Complaints/C ases Received during the	Complaint to be Resolved with in the	within	Beyond	Complaint not at all Resolved	Liability	Liability arising out		Auto	matic C	ases	of	s Arisir Consur Iaiming	mer	in Payment and Remedial Action Thereof (Details
			since last month(A)	month(B)	month(C=A +B)	Specified Time X (D)	Specified time X(E)	(F)=C-(D+E)	arising Automati cally	of claim made by the consumer	Total	Due	Paid	Total	Due	Paid	Total	if any submitted separately)
1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
	Restoration of Power Supply		0	12293	12293	12117	176	0	0									
	Response to Inform	4Hrs	0	2274	2274	2270	4	0	0									
	Restoration of Normal Fuse-Off		0	4435	4435	4416	19	0	0	0	0	0	0	0	0	0	0	0
T	In Town /Cities	6Hrs	0	2126	2126	2107	19	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	24Hrs	0	2309	2309	2309	0	0	0	0	0	0	0	0	0	0	0	0
1.3(a)	Restoration of Line Breakdown		0	4615	4615	4592	23	0	0	0	0	0	0	0	0	0	0	0
i i	In Town /Cities	12 Hrs	0	2783	2783	2783	0	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	24 Hrs	0	1832	1832	1809	23	0	0	0	0	0	0	0	0	0	0	0
(b)	Restoration after major Breakdown		0	735	735	619	116	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	24 Hrs	0	372	372	262	110	0	0	0	0	0	0	0	0	0	0	0
li	Rural	48 Hrs	0	363	363	357	6	0	0	0	0	0	0	0	0	0	0	0
1.4	Distribution Transformer Breakdown		0	234	234	220	14	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	24 Hrs	0	62	62	62	0	0	0	0	0	0	0	0	0	0	0	0
ii	Rurai	48 Hrs	0	172	172	158	14	0	0	0	0	0	0	0	0	0	0	0
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
II	Quality of Supply		0	10276	10276	10115	161	0	0	0	0	0	0	0	0	0	0	0
	Voltage Variation		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(a)	The Licensee shall maintain the voltage		1									ļ	ļ	-			1	
i	in case of Extra Low / Medium voltage +6% & -6%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	in case of High voltage +6% & -9%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	in case of Extra High voltage +10% & -12.5%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	U
(b)	On receipt of voltage variation complaint the licensee shall:																	
i	Improve the voltage variation within 15 days of original complaint if no expansion/ enhancement of network is involved		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	Resolve the complaint within 180 days in case of upto 33KV	180days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(c)	It is beyond its control(due to transmission system),intimate the consumer within 7 days		0	0	0	0	o	0	0	0	0	0	0	0	0	0	0	0
2.2	Hamonics							NO	T APPLICA	ABLE								
			0	10276	10276	10115	161	0	0	0	0	0	0	0	0	0	0	0
2.3	Complaints about meters		· · · ·	10270	102/0	10110	101											1

		·																
i	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7days	0	3078	3078	3012	66	0	0	0	0	0	0	0	0	0	0	0
ii	No of replacement of slow, creeping or stuck meter after 30 working days of receiving the complaint	30working days	0	3988	3988	3988	0	0	0	0	0	0	0	0	0	0	0	0
ili N	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30working days	0	1261	1261	1242	19	0	0	0	0	0	0	0	0	0	0	0
iv	No of replacement of burnt meter in all other cases(within 15 days of receiving the payment from consumers)	15days	0	1949	1949	1873	76	0	0	0	0	0	0	0	0	0	0	0
111	Application for new connection additional load	161	0	4288	4288	4288	0	0	0	0	0	0	0	0	0	0	0	0
3.1	For 230 V /400 v Suppliers		0	4263	4263	4263	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Low Tension(including agriculture) within 3 days of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3days	0	2134	2134	2134	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated within 1 week after the point of supply is settled.	One week	0	2129	2129	2129	0	o	0	0	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV		0	25	25	25	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not within 21 days.	21 working days	0	24	24	24	0	0	0	0	0	0	0	0	0	0	0	0
	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	1	1	_ 1	0	0	0	0	0	0	0	0	0	0	0	0
(c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.3	Whether no extension or commissioning of new substation is required.The licensee shall give supply within one month	One month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.4 (a)	Whether power supply requires Extension of Distribution Mains	2.17.16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Low Tension(including agriculture) within 30 days from the date of payment of required security	30days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (11 KV) within 60 days	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (33 KV) within 90 days	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EHT within 60 days		0	0	0	0	0	0	0	- 0	0	0	0	0	0	- 0	0	0
	Where erection of substation		0	0	0	0	0 ,	0	0	0	0	0	0	0	0	0	0	0
i	Low Tension (including Agriculture) HT (11 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EHT within 60 days	Lournated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Other Service	15days	0	10	10	10	0	0	0	0	0	0	0	0	0	0	0	0
			_					•			~	. •				•	•	
4(a)	Title transfer of ownership within 15 days of receipt of application		0	0	o	0	0	0	0	0	0	0	0	0	0	0	0	0

(c)	Conversion from LT 1ph to 3ph & vice versa within 30days from the date of payment of necessary charges by the consumer.	30days	0	7	7	7	0	0	0	0	0	0	0	0	0	0	0	0
(d)	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary changes by the consumer	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(e)	Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer.	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
V	Complaint about Consumers Bills		0	1387	1387	1369	18	0	0	0	0	0	0	0	0	0	0	0
5.1	The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt	30days	0	795	795	787	8	0	0	0	0	0	0	0	0	0	0	0
5.2	Reconnection of supply & following disconnection due to non payment of bills																	
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	592	592	582	10	0	0	0	0	0	0	0 ,	0	0	0	0
	. Measures taken by the Licensee to improve perfo			itted separately.														
2. Lic	ensees assessment of the target to be imposed fo	r ensuing yea	ır.				l		l	l					L	L	l	

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Type of Complaint Part P		For the Month		Dec-21	017.				OF IPWO										
St. Type of Complaint Specified Period(fX) Peri							resolved v	with in the					Comp	pensat			ue / Pa	aid(Rs	
since last month(A) month(A)		Type of Complaint		complaints/ cases	ases Received	to be Resolved	within	Beyond	not at all Resolved		arising out		Autor	matic C	ases	of	Consu	mer	in Payment and Remedial Action Thereof (Details
I Restoration of Power Supply			· onoupty	since last		month(C=A	Specified	Specified	(F)=C-(D+E)	Automati	made by the	Total	Due	Paid	Total	Due	Paid	Total	if any submitted separately)
I. Restoration of Prower Supply	1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
12 Restoration of Normal Fuse-Off		Restoration of Power Supply			12493	12493			0									1	
Townstelles			4Hrs										<u> </u>		↓	<u> </u>		1	
													_						
1.4c Restoration of Line Breakdown											_								
In Town Cities			24Hrs																
The transfer of the state of	1.3(a)															_			
10 Nestoration after major Breakdown	Li_	A PUT TO THE TOTAL																_	
1			24 Hrs													_			
Rural	(b)		4411													-			
1. 1. 1. 1. 1. 1. 1. 1.	i																	_	
1 1 1 1 1 1 1 1 1 1			48 Hrs																
1 1 1 1 1 1 1 1 1 1	1.4		04 11							<u> </u>				_		_			
1.6 Seheduled outage should not exceed 12Hrs 12 Hrs 0 0 0 0 0 0 0 0 0	1																	_	
1.5 a day	U		48 mrs	υ	103	103				1						1			
In claimly of supply V Substitution V Sub	1.5	a day	12 Hrs			_					-								
Voltage Variation Volt												,							
in case of Extra Low / Medium voltage +6% & - 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			_	0	0	0	0	0	0	0	U	U	U	U	-	U	٠,		-
1 6% 0 0 0 0 0 0 0 0 0	(a)			ļ			ļ							<u> </u>	-		-		
In Case of Fixtra High voltage 94% & -98	i				-														
In Case of Exit a High Vollage + 1/2.5% Consequence of Consequ	ii				-											_			
licensee shall: Improve the voltage variation within 15 days of original complaint if no expansion/ enhancement of network is involved 0	iii			0	0	0	°	0	0	1 0	U	U	1 0	١ ٠	1 0	U	10	+ -	U
Improve the voltage variation within 15 days of original compleint if no expansion/ enhancement of network is involved 0	(b)	licensee shall:																	
Resolve the complaint within 120 days in case of upto 11KV	i	Improve the voltage variation within 15 days of original complaint if no expansion/ enhancement		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	ii	Resolve the complaint within 120 days in case of	120days	0	0	0	0	0	0	o	0	0	0	0	0	0	0	0	0
system), intimate the consumer within 7 days NOT APPLICABLE	lii		180days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Z.Z Hallottics	(c)	It is beyond its control(due to transmission system),intimate the consumer within 7 days		0	0	0	0	О				0	0	0	0	0	0	0	0
2.3 Complaints about maters 0 8015 8015 7963 52 0 0 0 0 0 0 0 0 0 0 0	2.2	Hamonics							NC	T APPLICA	ABLE								
	2.3		-	0	8015	8015	7963	52	0	0	0	0	0	0	0	0	0	0	0

ļ								,										
i	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7days	0	2398	2398	2394	4	o	0	0	0	0	0	0	0	0	0	0
ii	No of replacement of slow,creeping or stuck meter after 30 working days of receiving the complaint	30working days	0	2299	2299	2285	14	o.	0	0	0	0	0	0	0	0	0	0
	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30working days	0	1103	1103	1089	14	0	0	0	0	0	0	0	0	0	0	0
iv	No of replacement of burnt meter in all other cases(within 15 days of receiving the payment from consumers)	15days	0	2215	2215	2195	20	0	0	0	0	0	0	0	0	0	0	0
m	Application for new connection additional load	945	0	5110	5110	5110	0	0	0	0	0	0	0	0	0	0	0	o
3.1	For 230 V /400 v Suppliers		0	5077	5077	5077	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Low Tension(including agriculture) within 3 days of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3days	0	3457	3457	3457	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated within 1 week after the point of supply is settled.	One week	0	1620	1620	1620	0	0	0	0	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV	DE FOR	0	33	33	33	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not within 21 days.	21 working days	0	33	33	33	0	0	0	0	0	0	0	0	0	0	0	0
	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	_ 0	0
(c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.3	Whether no extension or commissioning of new substation is required.The licensee shall give supply within one month	One month	0	o	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Whether power supply requires Extension of Distribution Mains		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
i	Low Tension(including agriculture) within 30 days from the date of payment of required security	30days	0	0	o	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (11 KV) within 60 days	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (33 KV) within 90 days	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EHT within 60 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Where erection of substation	10.15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Low Tension (including Agriculture)	E-Posts 111	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (11 KV) HT (33 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0_	0	0
	EHT within 60 days	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_	Other Service	15days	o l	11	11	11	0	0	0	0	0	0	0	0	0	0	0	0
IV		····			127.													
1(2)	Title transfer of ownership within 15 days of receipt of application	767 177 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

(c)	Conversion from LT 1ph to 3ph & vice versa within 30 days from the date of payment of necessary charges by the consumer.	30days	0	8	. 8	8	0	0	0	0	0	0	0	0	0	0	0	0
(d)	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(e)	Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer.	90days	0	0	0	0	0	o	0	0	0	0	0	0	0	0	0	0
٧	Complaint about Consumers Bills		0	1569	1569	1524	45	0	0	0	0	0	0	0	0	0	0	0
5.1	The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt	30days	0	785	785	749	36	0	0	0	0	0	0	0	0	0	0	o
5.2	Reconnection of supply & following disconnection due to non payment of bills																	
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	784	784	775	9	0	0	0	0	0	0	0	0	0	0	0
	. Measures taken by the Licensee to improve performs			itted separately.														
2. LIC	sensees assessment of the target to be imposed to	r ensuing yea	11.			L	1			l						L	L	

	For the Month		Jan. 202					OF IFWOOL	7									
			Opening			resolved	nts/ cases with in the			complaint liab ompensation		Comp	oensati	on Am lak		ue / Pa	id(Rs	Reason of
Si. No.	Type of Complaint	Specified Period(X)	Balance of complaints/ cases pending	Complaints/C ases Received during the	Total Complaint to be Resolved with in the month(C=A+	within Specified	Beyond Specified	Complaint not at all Resolved (F)=C-(D+E)	Liability arising	Liability arising out of claim	Total	Auto	matic C	ases	of	s Arisir Consulaiming	mer	shortfall/Delay in Payment and Remedial Action Thereof (Details
			since last month(A)	month(B)	B)	Time X (D)	time X(E)		Automati cally	made by the consumer		Due	Paid	Total	Due	Paid		If any submitted separately)
1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
1	Restoration of Power Supply		0	14500	14500	14372	128	0	0									
	Response to Inform	4Hrs	0	1779	1779	1700	79	0	0								_	
	Restoration of Normal Fuse-Off		0	5085	5085	5070	15	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	6Hrs	0	2289	2289	2284	5	0	0	0	0	0	0	0	0	0	0	0
	Rural	24Hrs	0	2796	2796	2786	10	0	0	0	0	0	0	0	0	0	0	0
1.3(a)	Restoration of Line Breakdown		0	7168	7168	7161	7	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	12 Hrs	0	3595	3595	3593	2.	0	0	0	0	0	0	0	0	0	0	0
	Rural	24 Hrs	0	3573	3573	3568	5	0	0	0	0	0	0	0	0	0	0	0
(b)	Restoration after major Breakdown		0	255	255	243	12	0	0	0	0	0	0	0	0	0	0	0
	In Town /Cities	24 Hrs	0	48	48	46	2	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	48 Hrs	0	207	207	197	10	0	0	0	0	0	0	0	0	0	0	0
1.4	Distribution Transformer Breakdown		0	213	213	198	15	0	0	0	0	0	0	0	0	0	0	0
i	In Town /Cities	24 Hrs	0	60	60	60	0	0	0	0	0	0	0	0	0	0	0	0
ii.	Rural	48 Hrs	0	153	153	138	15	0	0	0	0	0	0	0	0	0	0	0
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
II	Quality of Supply		0	8033	8033	7968	65	0	0	0	0	0	0	0	0	0	0	0
2.1	Voltage Variation		0	850	850	850	0	0	0	0	0	0	0	0	0	0	0	0
(a)	The Licensee shall maintain the voltage																	
i	in case of Extra Low / Medium voltage +6% & -6%		0	140	140	140	0	0	0	0	0	0	0	0	0	0	0	0
ii	in case of High voltage +6% & -9%		0	80	80	80	0	0	0	0	0	0	0	0	0	0	0	0
iii	in case of Extra High voltage +10% & -12.5%		0	20	20	20	0	0	0	0	0	0	0	0	0	0	0	0
(b)	On receipt of voltage variation complaint the licensee shall:					10												
i	Improve the voltage variation within 15 days of original complaint if no expansion/ enhancement of network is involved		0	310	310	310	0	o	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120days	0	180	180	180	0	0	0	0	0	0	0	0	0	0	0	0
iii	Resolve the complaint within 180 days in case of upto 33KV	180days	0	120	120	120	0	0	0	0	0	0	0	0	0	0	0	0
(c)	It is beyond its control(due to transmission system),intimate the consumer within 7 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2.2	Hamonics							NOT A	PPLICABL	E								
2.3	Complaints about meters		0	7183	7183	7118	65	0	0	0	0	0	0	0	0	0	0	0
i	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7days	0	2583	2583	2559	24	o	0	0	0	0	0	0	0	0	0	0
ii	No of replacement of slow,creeping or stuck meter after 30 working days of receiving the complaint	30working days	0	1913	1913	1878	35	0	0	0	0	0	0	0	0	0	0	0
111	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30working days	0	446	446	446	0	0	0	0	0	0	0	0	0	0	0	0

	No of replacement of burnt meter in all other								T			т —						-
iv	cases(within 15 days of receiving the payment	15days	o	2241	2241	2235	6	0	0	0	0	0	0	ا ہ ا	0	ا ہ ا	ا ہ ا	0
	from consumers)	,	-		1000	Salleste	3 185	C. SACONO				1			-	•	-	-
Ш	Application for new connection additional load		0	6210	6210	6210	0	0	0	0	0	0	0	0	0	0	0	0
3.1	For 230 V /400 v Suppliers	Mary Galle	0	6185	6185	6185	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Low Tension(including agriculture) within 3 days of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3days	0	3328	3328	3328	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated within 1 week after the point of supply is settled.	One week	0	2857	2857	2857	0	0	0	0	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV	4	0	25	25	25	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not within 21 days.	21 working days	0	25	25	25	0	0	0	0	0	0	0	0	0	0	0	0
	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	0	0 .	0	- 0	0	0	0	0	0	0	0	0	0	0	0
(b)	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	0	0	0	0	0	0	. 0	0	0	0	0	0	0	0	0
(c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	o
3.3	Whether no extension or commissioning of new substation is required.The licensee shall give supply within one month	One month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.4 (a)	Whether power supply requires Extension of Distribution Mains		0	0	0 ·	0	0	0	0	0	0	0	0	0	0	0	0	0
L	Low Tension(including agriculture) within 30 days from the date of payment of required security	30days	0	0	0	0	0	o	0	0	0	0	0	0	0	0	0	0
	HT (11 KV) within 60 days	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (33 KV) within 90 days	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iv	EHT within 60 days	2. 1-1.7-	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Where erection of substation		0	0	0	0	0	0	0	0	- 0	0	0	0 =	0	0	0	0
i	Low Tension (including Agriculture)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_ ii	HT (11 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	HT (33 KV)	Estimated time	0	. 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iv	EHT within 60 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IV	Other Service	15days	0	66	66	54	12	0	0	0	0	0	0	0	0	0	0	0
4(a)	Title transfer of ownership within 15 days of receipt of application		0	7	7	3	4	0	0	0	0	0	0	0	0	0	0	0
(b)	Change of Category	15days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Conversion from LT 1ph to 3ph & vice versa within 30 days from the date of payment of necessary charges by the consumer.	30days	0	4	4	4	0	0	0	0	0	0	0	0	0	0	0	0
(d)	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary changes by the consumer	60days	0	25	25	22	3	0	0	0	0	0	0	0	0	0	0	0
(e)	Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer.	90days	0	30	30	25	5	0	0	0	0	0	0	0	0	0	0	0
٧	Complaint about Consumers Bills	7	0	2270	2270	2233	37	0	0	0	0	0	0	0	0	0	0	0
	The state of the s												-	-		-	-	

	The Licensee shall resolve the complaint regarding electricity bills within30days of its receipt	30days	0	1045	1045	1017	28	0	0	0	0	0	0	0	0	0	0	0
5.2	Reconnection of supply & following disconnection due to non payment of bills																	
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	1225	1225	1216	9	0	0	0	0	0	0	0	0	0	0	o
	. Measures taken by the Licensee to improve perfo			itted separately.														
2. Li	censees assessment of the target to be imposed for	ensuing yea	r.															

	For the Month		Feb. 202	2		LIKI OI		17.00.2										
		*	Opening		Total	Complain resolved v mo	with in the			complaint liab compensation		Com	pensat		ount d	lue / Pa	aid(Rs	Reason of shortfall/Delay
SI. No.	Type of Complaint	Specified Period(X)	cases pending since last	Complaints/C ases Received during the month(B)	Complaint to be Resolved with in the month(C=A	within	Beyond	Complaint not at all Resolved (F)=C-(D+E)	Liability arising	Liability arising out of claim	Total	Auto	matic (Cases	of	s Arisi Consu laiming	mer	in Payment and Remedial Action Thereof (Details If any submitted
			month(A)	monun(b)	+B)	Specified Time X (D)			Automati cally	made by the consumer	iotai	Due	Paid	Total	Due	Paid	Total	separately)
1	2	3	4	5	6=(4+5)	7	8	9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
I	Restoration of Power Supply		0	11990	11990	11238	752	0	0								<u> </u>	
1.1	Response to Inform	4Hrs	0	1232	1232	1200	32	0	0						23			
1.2	Restoration of Normal Fuse-Off		0	3461	3461	2844	617	0	0	0	0	0	0	0	0	0	0	0
i.	In Town /Cities	6Hrs	0	1796	1796	1402	394	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	24Hrs	0	1665	1665 6861	1442 6811	223 50	0	0	0	0	0	0	0	0	0	0	0
1.3(a)	Restoration of Line Breakdown	40 Usa		6861 3544	3544	3506	38	0	0	0	0	0	0	0	0	0	0	0
<u> </u>	In Town /Cities Rural	12 Hrs 24 Hrs	0	3317	3317	3305	12	0	0	0	0	0	6	0	 0	0	0	0
ii (b)	Restoration after major Breakdown	24 FIS	0	257	257	207	50	0	0	0	0	0	0	0	0	0	0	0
(6)	In Town /Cities	24 Hrs	0	57	57	38	19	0	0	0	0	0	1 0	0	 	1 0	Ö	o o
' -	Rural	48 Hrs	0	200	200	169	31	0	0	0	0	0	0	0	0	0	ō	0
	Distribution Transformer Breakdown	101110	0	179	179	176	3	0	0	Ö	0	0	0	0	0	0	0	0
1	In Town /Cities	24 Hrs	0	32	32	31	1	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	48 Hrs	0	147	147	145	2	0	0	0	0	0	0	0	0	0	0	0
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
II	Quality of Supply		0	6598	6598	6549	49	0	0	0	0	0	0	0	0	0	0	0
2.1	Voltage Variation		0	770	770	770	0	0	0	0	0	0	0	0	0	0	0	0
(a)	The Licensee shall maintain the voltage											-		ļ	ļ		1	
i	in case of Extra Low / Medium voltage +6% & - 6%		0	130	130	130	0	0	0	0	0	0	0	0	0	0	0	0
	in case of High voltage +6% & -9%		0	65	65	65	0	0	0	0	0	0	0	0	0	0	0	0
(b)	in case of Extra High voltage +10% & -12.5% On receipt of voltage variation complaint the		0	20	20	20	0	0	0	0	0	0	0	"	0	0_	0	0
i	licensee shall: Improve the voltage variation within 15 days of original complaint if no expanstion/enhancement of network is involved		0	290	290	290	0	0	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120days	0	175	175	175	0	0	0	0	0	0	0	0	0	0	0	0
iii	Resolve the complaint within 180 days in case of upto 33KV	180days	0	90	90	90	0	0	0	0	0	0	0	0	0	0	0	0
(c)	If it is beyond its control(due to transmission system),intimate the consumer within 7 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2.2	Hamonics								T APPLICA									
2.3	Complaints about meters		0	5828	5828	5779	49	0	0	0	0	0	0	0	0	0	0	0
i	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7days	0	1869	1869	1867	2	0	0	0	0	0	0	0	0	0	0	0

					1	_	Т"		1			_	1	1				
ü	No of replacement of slow,creeping or stuck meter after 30 working days of receiving the complaint	30working days	0	1929	1929	1912	17	0	0	0	0	0	0	0	0	0	0	0
iii	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30working days	0	522	522	512	10	= - o	0	0	0	0	0	0	0	0	0	0
iv	No of replacement of burnt meter in all other cases(within 15 days of receiving the payment from consumers)	15days	0	1508	1508	1488	20	0	0	0	0	0	0	0	0	0	0	0
III	Application for new connection additional load		0	3890	3890	3890	0	0	0	0	0	0	0	0	0	0	0	0
3.1	For 230 V /400 v Suppliers		0	3864	3864	3864	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Low Tension(including agriculture) within 3 days of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3days	0	2345	2345	2345	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated within 1 week after the point of supply is settled.	One week	0	1519	1519	1519	0	0	0	0	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV	s de mensione e	0	26	26	26	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not within 21 days.	21 working days	0	25	25	25	0	0	0	0	0	0	0	0	0	0	0	0
	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	o	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(b)	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0
(c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.3	Whether no extension or commissioning of new substation is required. The licensee shall give supply within one month	One month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.4 (a)	Whether power supply requires Extension of Distribution Mains		0	0	0	0	0	0	0	0	0	0	0	0	. 0	0	0	0
i	Low Tension(including agriculture) within 30 days from the date of payment of required security	30days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	HT (11 KV) within 60 days	60days	0	0	0	0	- 0	0	0	0	0	0	0	0	0	0	0	0
iii	HT (33 KV) within 90 days	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EHT within 60 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Where erection of substation Low Tension (including Agriculture)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (11 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (33 KV)	Estimated time	0	0	Ö	0	0	ő	0	0	0	0	0	0	0	0	0	0
iv	EHT within 60 days	13 11=1	0	0	0	0	0	0	0	Ö	0	0	0	0	0	0	ō	Ö
IV	Other Service	15days	0	8	8	8	0	0	0	0	0	0	0	0	0	0	0	0
4(a)	Title transfer of ownership within 15 days of receipt of application		0	7	7	7	0	0	0	0	0	0	٥	0	0	0	0	0
	Change of Category	15days	0	. 0	- 0	0	0	0	0	0	0_	0	0	0	0	0	0	0
(c)	Conversion from LT 1ph to 3ph & vice versa within 30 days from the date of payment of necessary charges by the consumer.	30days	0	1	1 1	1	0	0	0	0	0	0	0	0	0	0	0	0
	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer	60days	0 3 15	0	= o	0	0	0	0	0	0	0	0	0	0	0	0	0
	Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer.	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
V	Complaint about Consumers Bills		0	1947	1947	1840	107	0	0	0	0	0	0	0	0	0	0	0

5.1	The Licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt	30days	0	1386	1386	1327	59	0	0	0	0	0	0	0	0	0	0	0
5.2	Reconnection of supply & following disconnection due to non payment of bills																	
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	561	561	513	48	0	0	0	0	0	0	0	0	0	0	0
	Measures taken by the Licensee to improve performensees assessment of the target to be imposed for e			ed separately.														

	For the Month	~	Mar. 202	1,00,0	INDAIND O	I I LINI O	KINANOL	OF IPWO	-									
	Type of Complaint		Opening Balance of	Complaints/C	Total Complaint	Complaints/ cases resolved with in the month		Complaint	No of c		Com	pensati	id(Rs	Reason of shortfall/Delay				
Si. No.		Specified Period(X)	complaints/ cases pending since last	ases Received during the month(B)	to be Resolved with in the month(C=A	within Specified	fied Specified time X(E)	not at all Resolved (F)=C-(D+E)	Liability arising Automati cally	Liability arising out of claim	Total	Automatic Case			of	s Arisii Consui laiming	in Payment and Remedial Action Thereof (Details if any submitted	
			month(A)		+B)	Time X (D)				made by the consumer		Due	Paid	Total	Due		Total	separately)
1	2	3	4	5	6=(4+5)	7		9=[6-(7+8)]	10	11	12	13	14	15	16	17	18	19
1	Restoration of Power Supply		0	11947	11947	11759	188	0	0			-					ļ	ļ
	Response to Inform	4Hrs	0	1382	1382	1345	37	0	0			 	-	_	-	<u> </u>		_
1.2	Restoration of Normal Fuse-Off	OI :	0	4097	4097	4097	0	0	0	0	0	0	0	0	0	0	0	0
Į į	In Town /Cities	6Hrs	0	1613	1613	1613	0	0	0	0	0	0	0	0	0	0	0	0
13(0)	Rural	24Hrs	0	2484 6154	2484 6154	2484 6025	129	0	0	0	0	0	0	0	0	0	0	0
1.3(a)	Restoration of Line Breakdown In Town /Cities	12 Hrs	0	2362	2362	2354	129	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	24 Hrs	0	3792	3792	3671	121	0	0	0	0	0	0	0	0	0	0	0
(b)	Restoration after major Breakdown	24 F115	0	176	176	168	8	0.	0	0	0	0	0	0	0	0	0	0
(0)	In Town /Cities	24 Hrs	0	27	27	27	0	0	0	0	0	0	0	0	0	0	0	0
 	Rural	48 Hrs	0	149	149	141	8	0	0	0	Ö	0	0	0	0	0	0	0
1.4	Distribution Transformer Breakdown	401115	0	138	138	124	14	0	0	0	ő	0	0	0	0	0	0	0
1,00	In Town /Cities	24 Hrs	0	38	38	32	6	0	0	0	0	0	0	0	0	0	0	0
ii	Rural	48 Hrs	Ö	100	100	92	8	0	0	Ö	0	0	0	0	0	0	0	0
1.5	Seheduled outage should not exceed 12Hrs a day	12 Hrs	. 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	Quality of Supply		0	4819	4819	4655	164	0	0	0	0	0	0	0	0	0	0	0
1	Voltage Variation		0	759	759	698	61	0	0	0	0	0	0	0	0	0	0	0
(a)	The Licensee shall maintain the voltage		Ī															
i	in case of Extra Low / Medium voltage +6% & -6%		0	143	143	137	6	0	0	0	0	0	0	0	0	0	0	0
ii	in case of High voltage +6% & -9%		0	70	70	70	0	0	0	0	0	0	0	0	0	0	0	0
iii	in case of Extra High voltage +10% & -12.5%		0	26	26	26	0	0	0	0	0	0	0	0	0	0	0	0
(b)	On receipt of voltage variation complaint the licensee shall:																	
i	Improve the voltage variation within 15 days of original complaint if no expansion/ enhancement of network is involved		0	260	260	210	50	0	0	0	0	0	0	0	0	0	0	0
ii	Resolve the complaint within 120 days in case of upto 11KV	120days	0	195	195	190	5	0	0	0	0	0	0	0	0	0	0	0
iii	Resolve the complaint within 180 days in case of upto 33KV	180days	0	65	65	65	0	0	0	0	0	0	0	0	0	0	0	0
(c)	It is beyond its control(due to transmission system),intimate the consumer within 7 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2.2	Hamonics			•			•	NO	T APPLICA	BLE								
	Complaints about meters		0	4060	4060	3957	103	0	0	0	0	0	0	0	0	0	0	0
	The Licensee shall inspect the no of meters and correctness to be checked up within 7 working days of receiving the complaint	7days	0	1636	1636	1606	30	o	0	0	0	0	0	0	0	0	0	0

																,		
ii	No of replacement of slow, creeping or stuck meter after 30 working days of receiving the complaint	30working days	0	1288	1288	1240	48	0	0	0	0	0	0	0	0	0	0	0
iii	No of replacement of burnt meters(if cause not attributable to consumer) within 30 working days of removal of meter	30working days	0	466	466	456	10	0	0	0	0	0	0	0	0	0	0	0
iv	No of replacement of burnt meter in all other cases(within 15 days of receiving the payment from consumers)	15days	0	670	670	655	15	0	0	0	0	0	0	0	0	0	0	0
111	Application for new connection additional load	ermik	0	4580	4580	4580	0	0	0	0	0	0	0	0	0	0	0	0
3.1	For 230 V /400 v Suppliers	T LU S	0	4557	4557	4557	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Low Tension(including agriculture) within 3 days of receipt of application for the purpose of inspection of premises & fixation of point of supply.	3days	0	2786	2786	2786	0	0	0	0	0	0	0	0	0	0	0	0
(b)	Low Tension(including agriculture) estimated cost & security deposit charges to be intimated with in 1 week after the point of supply is settled.	One week	0	1771	1771	1771	0	0	0	0	0	0	0	0	0	0	0	0
3.2	For HT supply up to 33 KV	4 - Tarakana kana	0	23	23	23	0	0	0	0	0	0	0	0	0	0	0	0
(a)	Responding whether the connection is feasible or not within 21 days.	21 working days	0	23	23	23	0	0	0	0	0	0	0	0	0	0	0	0
-	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	0	0	0	0	0	0	0	0	,0	0	0	0	0	0	0
(b)	EHT-within 30 working days intimate consumers regarding feasibility	30 working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(·c)	Total connection provided within the estimated time after deposit of Estimated charges.	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Whether no extension or commissioning of new substation is required.The licensee shall give supply within one month	One month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.4 (a)	Whether power supply requires Extension of Distribution Mains		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ı	Low Tension(including agriculture) within 30 days from the date of payment of required security	30days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ii	HT (11 KV) within 60 days	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iii	HT (33 KV) within 90 days	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
iv	EHT within 60 days		0	00	0	0	0	0	0	0	0	0_	0	0	0	0	0	0
	Where erection of substation	- Mr. (5) (5)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
i	Low Tension (including Agriculture) HT (11 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	HT (33 KV)	Estimated time	0	0	0	0	0	0	0	0	0	0	0	Ö	0	0	ō	0
	EHT within 60 days		0	0	0	Ö	0	0	Ö	0	0	0	0	0	0	0	0	0
IV	Other Service	15days	0	19	19	19	0	0	0	0	0	0	0	0	0	0	0	0
4(a)	Title transfer of ownership within 15 days of receipt of application	0 / 1	0	7	7	7	0	0	Ò	0	0	0	0	0	0	0	0	0
(b)	Change of Category	15days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(c)	Conversion from LT 1ph to 3ph & vice versa within 30 days from the date of payment of necessary charges by the consumer.	30days	0	12	12	12	0	0	0	0	0	0	0	0	0	0	0	0
(d)	Conversion from LT 1ph.to 11 KV & vice versa within 60 days from the date of payment of necessary charges by the consumer	60days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

(e)	Conversion from LT 1ph to 33 KV & vice versa within 30 days from the date of payment of necessary charges by the consumer.	90days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
V	Complaint about Consumers Bills		0	5384	5384	5128	256	0	0	0	0	0	0	0	0	0	0	0
	The Licensee shall resolve the complaint regarding electricity bills within30days of its receipt	30days	0	2679	2679	2574	105	. 0	0	0	0	0	0	0	0	0	0	0
5.2	Reconnection of supply & following disconnection due to non payment of bills																	1
	The licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer	4 Hrs	0	2705	2705	2554	151	0	0	0	0	0	0	0	0	0	0	0
NB-1. Measures taken by the Licensee to improve performance, if any, to be submitted separately. 2. Licensees assessment of the target to be imposed for ensuing year.																		